

NAVSTABREMINST 2060.1
Code B11.5
17 May 99

NAVAL STATION BREMERTON INSTRUCTION 2060.1

From: Commanding Officer, Naval Station Bremerton

Subj: NAVAL STATION BREMERTON TELEPHONE SYSTEM

Ref: (a) OPNAVINST 2305.13A
(b) NAVTELCOMINST 2066.1
(c) SECNAVINST 2305.11A
(d) ACP 121 U. S. SUPP-1F

1. Purpose. To establish policy for telephone usage and implement procedures for requesting telephone services per references (a) through (d).

2. Background. The telephone system is leased by the Navy and maintained and operated through Naval Computer and Telecommunications Station (NAVCOMTELSTA) Puget Sound. Defense Switching Network (DSN) is the principal long distance voice communication network within the Department of Defense (DOD) communications system and provides non-secure direct dialing service worldwide between DOD activities. Under no conditions will classified information be discussed on the DSN system unless using a STU III (Secure Telephone Unit).

3. Policy. All activities supported by Naval Station (NAVSTA) Bremerton, regardless of billing or payment arrangements, will apply for services to the NAVCOMTELSTA Telecommunications Manager Code N24. NAVSTA departments/key codes will apply for service via the Telephone Control Coordinator (TCC).

4. Use of the Telephone System

a. Complete instructions pertaining to the authorized and proper use of the Bremerton telephone system are contained in reference (b). Telephone users are responsible for the information contained therein. Amplifying information on various aspects of telephone usage is contained in references (a) through (d).

b. Use of the NAVSTA Bremerton telephone system is restricted to official government business only. Per reference (b), official business calls include: personal, local, and long-distance calls if the calls do not adversely affect performance of the employee's official duties or the mission of the organization, are of reasonable duration and frequency, and reasonably cannot be made at another time.

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(1) Personal calls cannot result in a charge to the government even if the employee intends to reimburse the government. Therefore, a personal long-distance call must be to an 800 or 888 toll-free number, charged to an employee's home phone or another non-government number, charged to the called party if a non-government number, or charged to a personal telephone credit card. Calls for information assistance for personal calls may not be made if a charge results to the government.

(2) Supervisors will ensure that violators reimburse the government with a money order or cashier's check made out to the U.S. Treasury including a 6% surcharge fee submitted to the Supply Support Office.

c. Overseas Phone Calls. All commercial overseas phone calls require department head approval. The overseas access code may be obtained from the Administrative Department prior to placing overseas DSN calls.

5. Procedures. The following procedures will be adhered to when ordering new equipment and lines, or moving existing equipment and lines:

a. Customers will send a Telephone Service Request (TSR) form to their assigned TCC requesting specific services, which may be obtained from the TCC. These services include new installations, deletions, phone relocation, or the programming of special features. The TCC will sign a statement/work request and forward it to the COMNAVTELSTA Manager. Pager requests will be submitted to the Supply Support Office.

b. Cellular phone requests will be forwarded to the TCC. Requests will include justification. Consider possible alternatives, such as pagers or existing Motorola hand-held radios. Approval will be given by NAVCOMTELSTA only when documentation clearly demonstrates that normal land line connectivity will not meet the functional need, and available alternatives are more costly or cannot fulfill the need. Activation charges and monthly billing are processed by the Supply Support Office.

c. Ship requests for telephone service should be provided via Port Operations as soon as requirements have been established. In the event of sudden changes in requirements, the dock master may verbally modify phone requests by immediately contacting Port Operations, the Telephone Help Desk Manager, Code 900SCE, or the Shipyard Telephone Service Administrator, Code 1230.

d. Direct contact with Government Services Administration (GSA) or other telephone companies to order telephone services is not authorized. Requests for minor changes (e.g., change a phone number or add services) will be submitted in writing to the NAVSTA TCC at least ten working days in advance. Major changes (e.g., rewiring the building) will be requested via the TCC at least 30 days prior to the date service is desired.

e. Trouble calls will be processed in the following manner: if your phone has no dial tone, static, inoperative voice mail, or other serious malfunction, contact the NAVSTA TCC via phone, fax, or E-mail. The NAVSTA TCC will need your name, a working phone number to contact you, the malfunctioning line number, room number, building number, and a brief description of the problem. Telephone problems may take one to three working days to resolve.

6. Action

a. Technical control of the NAVSTA Bremerton telephone system is assigned to NAVCOMTELSTA and will maintain NAVCOMTELSTA standard operating procedures. The NAVSTA Bremerton Comptroller is assigned financial control and will maintain a yearly budget.

b. Department heads and tenant commands will review their monthly telephone toll and equipment charges. Verification of telephone charges is the responsibility of all NAVSTA Bremerton department heads. Department heads will report violations or disagreements with toll charges to NAVCOMTELSTA Puget Sound for investigation via the NAVSTA TCC.

c. Department heads will ensure all telephones within their assigned areas are necessary, operating, and used for official business only.

d. DSN service will be used whenever possible for conducting business between DOD activities.

(1) Reimbursing the government for unauthorized calls does not exempt violators from disciplinary action. Use of DOD command and control networks (DSN, etc.) is not authorized for personal calls. Calls to 900 or billable 800 numbers are strictly prohibited.

/S/

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